



# EmployeeUPDATE

*Our Mission: To serve the people of North Carolina by enabling individuals, families and communities to be healthy and secure, and to achieve social and economic well-being.*

A monthly publication for employees of the North Carolina Department of Health and Human Services

## Cansler leaving DHHS

Lanier Cansler is leaving DHHS to rejoin the private sector. The change, effective April 15, marks the end of a four-year stint as the department's deputy secretary and 10 years of public service.

A former legislator, Cansler represented Buncombe County in the State House for over six years before answering a call from DHHS Secretary Carmen Hooker Odom to join her leadership team in 2001. He brought legislative, budgetary and administrative skills to bear in the day-to-day management of the department. He is a certified public accountant.



**Lanier Cansler**

"We all owe him a huge debt of gratitude because he has accomplished so much while he was here," Hooker Odom said. "DHHS today is a much better place for employees and for North Carolinians who rely on our services because of all of Lanier's wonderful work."

Admitting that his decision to leave the department was a difficult one, Cansler said, "While I have made the personal decision that it is time to move on, I am very grateful to the Secretary and Governor Easley for granting me the opportunity to serve as deputy secretary these past four years. I am also very appreciative of all the dedicated folks at DHHS who have worked with me to enhance our management capacity, move toward a focus on performance and outcomes, and prepare the department for the challenges in this new century so that we may better serve the people of this state. It has been a great experience and I will miss being a part of the DHHS team."

Cansler's accomplishments include:

- Instituted performance-based contracting, an initiative that has received national attention. DHHS contracts now include specific outcomes with performance measures, which ensure that the state actually gets what it pays for.
- Established major improvements in the control environment and management processes across the department. A good example of this work is found in DMA's Disproportionate Share (DSH) program, where procedures and policies now ensure staff depth of knowledge, re-establish control of the DSH program within the division and ensure that financial and eligibility data is complete, accurate and up to date.

**See Lanier, page 4**

### Web browser No-No



Using your state computer to view pornography on the Internet will get you fired. Details, Page 3.

### INSIDE TOP FEATURES

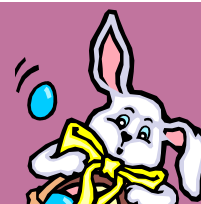
*iSalud y Saludos!*, Page 2  
Interns, Page 4



**Adoption Profile,**  
Page 5



**Bunny Report,**  
Page 5





## Jalil Isa

### *¡Salud y Saludos!*

I have recently been taking some language classes to either keep up with languages I had studied long ago, or to learn a new language from scratch. And learning a language from the ground up is the very prospect some newly arriving immigrants face as they come to our state from places around the world.

The bulk of those immigrants are from Latin America. And time and again, I hear many folks from here complain about the new arrivals' supposed reluctance to learn the language of the land. While some may argue that they shouldn't come here if they're not willing to learn the language beforehand, it isn't that simple.

First, their desire to work here far outweighs any other obstacles that may arise. Secondly, this is a much tougher feat than you might ever imagine.

I know. I've been trying to learn a new language myself, from the ground up. German has posed a great challenge. This language seems to combine the worst of both Spanish and English. It has the screwy grammar of English (the strange nuances that sometimes defy some logic) and the worst of Spanish (gender for objects; lots of distinctions between whether you're addressing a person formally or informally, etc.).

German can be a challenge even for speakers of the Germanic-based English. And while incorporating certain patterns found in Latin languages, it can still prove difficult for native Spanish speakers, too.

I can only imagine how much tougher acquiring this new language would be if I had even less time to study it, or if I found myself in an environment that simply didn't adequately expose me to the language. I say all this to once again address the points of view that often come up when referring to immigrants and their language skills, or lack of them. I am experiencing first-hand how tough learning a foreign tongue can be. Hispanics coming to North Carolina in many cases don't have the educational background that may have provided a foundation in the English language. Furthermore, they often are spending so much time working, raising a family and traveling from one job location to the next that learning English can be an insurmountable task. This is only compounded by the fact that they may find themselves laboring in workplaces where all their other fellow co-workers are Spanish speakers.

Just like my desire to learn German – or any other language – will not automatically make me fluent, it can equally be said that Latinos will not automatically pick up English just because they have a genuine aspiration to learn it. It bears mentioning that most Hispanics I know DO wish they had the resources to learn the standard language of their newly adopted country. But as long as they work 80-hour weeks, it's an unrealistic proposition for them.

I restate all of this only to point out that I can relate to the frustrations of not speaking a language, not being able to communicate, and having some major hurdles to overcome in order to change those facts. It wasn't all that long ago that I found myself in a kindergarten classroom unable to say my ABCs in English – let alone tell my teacher that I had a terrible headache and needed to put my head down. ■

# Got porn in your browser, E-mail?

Twenty-one DHHS employees lost their jobs over the past 24 months for violating a department zero-tolerance edict: No Internet porn. Period.

If you violate the policy, there will be consequences. If you've been looking at porn on your state computer – other than by accident – you will not be here for long. Once you're found out, you'll be gone. No two-week notice. No farewell party. They'll collect your computer, your keys, and show you to the door. It can happen that quickly.

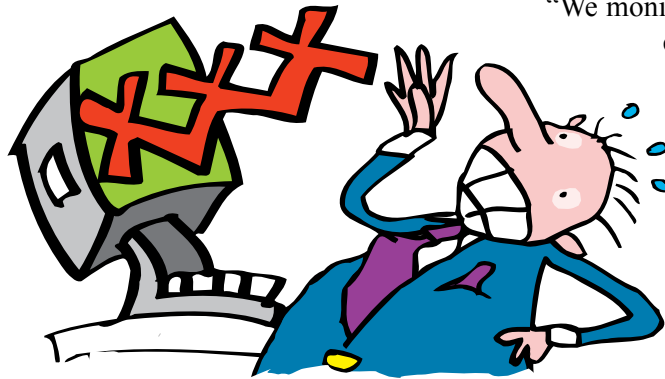
"There's no room for employees visiting porn sites if they want to keep their jobs in this department," said Carmen Hooker Odom, DHHS secretary. "We hold every employee and contractor to the same rules."

All employees and contractors are required to sign a memorandum of understanding or agreement that the department has the right to monitor their Internet behavior.

The antiporn policy is aimed at keeping state employees from misusing their state computers, particularly for visiting inappropriate Web sites. Other barred sites include racist Web sites and those that promote terrorism or fund-raising for terrorist organizations (such activity is reported to the FBI). Evidence of visiting child pornography is handed over to the State Bureau of Investigation.

Here's how to avoid embarrassment for you, your family and the department. Your state computer was provided for you to do the state's work. Stick to that concept. There is safety in doing the right thing. If you accidentally open a porn site, close it and report the incident to your supervisor. If your supervisor is not available, you may report it to the department's security office via E-mail at [DHHS.Security@ncmail.net](mailto:DHHS.Security@ncmail.net), or go to the security office Web site at <http://security.dhhs.state.nc.us/> then select 'report incident' from menu in the left column and follow the instructions. If you have questions regarding these and similar issues, call the security office, (919) 855-3090.

Pyreddy Reddy, DHHS information security administrator, is in charge of computer security for DHHS. His office and the state Information Technology Services Office monitor the network.



"We monitor. If we see any security concerns/issues, or inappropriate sites, we will inform management for appropriate action," Reddy said.

Reddy has a few suggestions for avoiding problems:

- ▲ Do not visit pornographic, racist or otherwise inappropriate Web sites, including sites with racial jokes.
- ▲ If you should happen to land accidentally on such a site, report it to your supervisor.
- ▲ If you receive spam E-mail and it has inappropriate content, report it to your supervisor.
- ▲ Do not share your logon and E-mail passwords – with anyone.
- ▲ Use the Internet for business purposes only.
- ▲ Be cautious when navigating the Internet because you may enter a Web site that may be inappropriate.
- ▲ Report all security incidents to DHHS Privacy and Security Office at [DHHS.Security@ncmail.net](mailto:DHHS.Security@ncmail.net).

The bottom line here is summed up by Reddy:

"The Internet is a modern-day convenience that can make everyone's life virtually easier. When you are on the state network you are obligated to exercise good judgment in the sites you may visit. Please DO NOT visit Web sites which are sexually explicit or discriminatory. Remember, wherever you go on the Internet you leave tracks. Employees and contractors need to be fully aware of their responsibility to keep their user ID and password secret. The password is the first line of defense within any system."

# DHHS wins eight of 75 summer intern slots

The J.Iverson Riddle Developmental Center in Morganton and John Umstead Hospital in Butner are beneficiaries of six state government intern positions that will employ college students for 10 weeks this summer to help both facilities with research. The Divisions of Public Health and Child Development will also receive one intern each.

DHHS submitted 11 intern projects for the summer 2005 program and received approval for eight to work under the State Government Internship Program, administered by the N.C. Youth Advocacy and Involvement Office of the Department of Administration.

Each year the department's coordinator in Central Human Resources solicits involvement for the program from division and institution management who share information with programmatic staff.

"The Internship Program is truly a wonderful program," said John Grimes, department coordinator. "It provides DHHS an opportunity to attract students, before they graduate, who may be interested in working in some of our hard-to-fill positions, especially in allied health. Central HR consults with field recruitment coordinators regularly about job/career fairs. This is just another avenue we are taking for a mutual goal – finding the most qualified applicants!"



John Grimes

Project proposals are submitted to Grimes and prioritized. These are then submitted to the Internship Program and examined by the N.C. Internship Council. There are a limited number of slots available, and other state departments/agencies are submitting competing proposals as well.

Applicants must be North Carolina residents attending a university, college, law school, community college, or technical institute in or out of North Carolina. They must be enrolled for the semester after the internship, have completed their first year of college, and have a cumulative GPA of at least 2.5 on a 4.0 scale. Applicants who have previously served a paid internship with the Youth Advocacy and Involvement Office or with the Legislative Program are not eligible.

The interns work for 10 weeks at 40 hours per week and are paid \$8.25 per hour, up from \$6.75 in 2004. The work cycle starts May 31 and runs through Aug. 5. An annual internship reception at the Governor's Mansion offers interns the opportunity to network with intern supervisors, department coordinators and other key players in state government, while receiving recognition and commendations for their contribution to state government agencies.

For more information, contact Grimes at [John.Grimes@ncmail.net](mailto:John.Grimes@ncmail.net), or at 919-733-2940. ■

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## Lanier, continued from Page 1

- Moved the department forward by providing strong support for vital information technology projects including NC FAST, MMIS+, HIS, NC Time, as well as important projects in the Office of Vital Records and our mental health facilities.
- Directed the creation of the Program Management Database which will provide a management tool to track performance, avoid duplication of efforts, and gain important new efficiencies in how we serve DHHS clients.

"Before I became deputy secretary, I made my living as a consultant, working primarily with health care providers. It is my plan to establish a consulting firm in

Raleigh to assist government and corporate clients with management issues. It is also my desire to find ways to continue to be engaged in the health care debate," Cansler added.

"Lanier and I both feel good about what DHHS has accomplished during his tenure," Hooker Odom said. "I think the overriding accomplishment is a cultural change – the attitude that anything can be accomplished with strong management and sound planning. That will be Lanier's legacy. Please join me in wishing him well in his future endeavors and thanking him for the last four years." ■





# Bunny Report

Congratulations to the DHHS employees who contributed bunnies and other stuffed animal toys to the 12<sup>th</sup> annual Easter bunny drive.

This year's offering of 1,229 critters tops the previous

year's record of 1,137, according to bunny drive coordinator Beverly Godwin.

The stuffed animals were distributed to youngsters and patients at more than a dozen Triangle-area care facilities.

Godwin thanked the following staff members for their efforts toward making the drive a success: Katie Berndt, Annette Clifton, Brenda Hodges, Michele Godwin, Brenda Eason, Ann Rudd, Trevon Lucas, Robyn Slate, Barbara Whitaker, Edna Knight and Ann Griffin Hall. ■

## Adoption Profile

### Introducing Chris...



His Junior Reserve Office Training Corps (ROTC) teacher says that Chris is a joy to be around. He tries really hard to accomplish his goals. He is the first to volunteer when an extra assignment is offered. Chris is good at drawing, woodworking and anything he can do with his hands. He hopes to be a computer engineer and is fully capable of doing so. He gets along very well with adults and enjoys their attention. Chris says he doesn't remember going on a real vacation and would love to go to the mountains and to the beach someday.

Chris attends specialized classes at school where he is improving his social skills. He is fully capable of completing the work in mainstream classes. He is maturing and has shown tremendous improvement in managing his feelings this year. Chris needs to work on taking



Chris  
b. April 6, 1987

responsibility for his actions and accepting the consequences gracefully. He is working on goals to improve his conduct and relationships with kids his own age.

### A Family for Chris

Chris wants a mom and dad that will spend time with him. He thrives on attention and needs a family that is willing to provide continual guidance toward his adult years. Chris very much wants to be adopted and hopes he will have a permanent, loving home, even as an adult. (NC #051-1838)

For more information on this child or adoption and foster care, in general, call NC Kids Adoption and Foster Care Network toll free at 1-877-NCKIDS-1 (1-877-625-4371).